

Health and Wellness Programs

Frequently Asked Questions

How do I set up my Online Profile?

- Visit the [Online Customer Portal – OneBooking](#) and click login at the top right hand corner
- Create an account
- Use the email address that we have on our system
- For more information, visit our [website](#) to view the step by step guide

My password is not working?

- Click forgot password in the login screen

I am having trouble setting up my profile, what do I do?

- Visit our [website](#) to view the step by step guide
- If you are still having trouble, please contact the City on 1300 422 664

How do I edit my profile?

- Click on your name in the top right hand side and click my details to edit

How do I edit my child's details?

- Click on your name in the top right hand side and click select user
- Then choose your child
- Then click my details to edit
- To swap back, click your name in select user

Not all of my children are showing on my account?

- This might mean that we haven't linked all your children to your account
- Please do not create a new profile
- Contact us on 1300 422 664 and we will attach your children to your account

Where can I see my previous enrolment history?

- Courses enrolments – select child – previous enrolments
- Please note, this data is only from Envibe which is our current software. Envibe was introduced at the end of 2018. Any history before this date was recorded in our previous software, Centaman and detail is not available online.